

## **Privacy and Protection of Confidential Student Information**

(Complaint Procedures)

### **Parent complaints**

In accordance with the accompanying policy, the parent of a district student may file a written complaint with the Superintendent or designee if the parent believes the district has failed to comply with the Student Data Transparency and Security Act (the Act).

1. The parent's complaint shall state with specificity each of the Act's requirements that the parent believes the district has violated and its impact on his or her child.
2. The Superintendent or designee shall respond to the parent's written complaint within 30 calendar days of receiving the complaint.
3. Within 10 calendar days of receipt of the district's response, the parent may appeal to the Board. Such appeal must be in writing and submitted to the Board President.
4. The Board shall review the parent's complaint and the district's response at a regular or special meeting. A district representative and the parent may make brief statements to the Board, but no new evidence or claims may be presented. The Board may choose to conduct the appeal in executive session, to the extent permitted by law.
5. The Board shall make a determination regarding the parent's complaint that the district failed to comply with the Act within 60 days of the Board meeting. The decision of the Board shall be final.
6. This procedure shall not apply to parent concerns with his or her child's education records. If the parent files a complaint regarding his or her child's education records, the district shall follow its procedures governing access to and review of student education records, in accordance with FERPA, applicable state law and Board policy.

### **Governing law and Board policy**

Nothing contained herein shall be interpreted to confer upon any person the right to a hearing independent of a Board policy, administrative procedure, statute, rule, regulation or agreement expressly conferring such right. The complaint and hearing procedures described in this regulation shall apply, unless the context otherwise requires and/or unless the requirements of another policy, procedure, statute, rule, regulation or agreement expressly contradicts any of these procedures, in which event the terms of the contrary policy, procedure, law, rule, regulation or agreement shall govern.

(Adoption date: April 19, 2017)